

2005-06 Participant Satisfaction - Summary Findings Report for Low-Income Weatherization Participant Satisfaction Survey.

Submitted September 30, 2006

By Wisconsin Energy Conservation Corporation

Information provided in this report is based on the 259 Low-Income Weatherization Participant Satisfaction Surveys performed by Wisconsin Energy Conservation Corporation through its 2005-06 contract to provide weatherization inspections (July 1, 2005 through June 30, 2006) with the Department of Administration, Division of Energy, Energy Assistance Bureau.

The surveys were completed by Robert Parkhurst and Patrick Larkin during the 350 Quality Assurance Site visits performed during the 2005-06 contract year. Survey figures were lower due to multi-unit inspections, customers not being at home during the inspection and customers not at home when the work was completed. The customer was interviewed by the inspector after the Quality Assurance process was completed. The survey consisted of a minimum of 21 questions, most questions rated the levels of customers satisfaction from complete satisfaction to non-satisfaction. Some questions required a more detailed answer and the customers direct comments were entered on the survey. The questions were

Comprehensive Results

The survey results were generally good with 91.1% of the customers completely satisfied with the work that was completed on their homes and 98.5% that would encourage a friend or family member to apply for the program. The length of time it took to complete the work was a minor concern with 9.7% of the customers surveyed somewhat satisfied and 1.6% not satisfied. In a few instances the customer indicated the entire process had taken multiple years to complete the work on the home.

Customers were very satisfied with the agencies intake staff. Of the 198 customers that had been in contact with the agency staff, 96.5% of respondents were impressed with the politeness and professionalism displayed by the staff.

Overall the customers were very happy with the Energy Auditors who initially evaluate the home and this showed in the results of the survey with the highest complete satisfaction rating on the survey of 96.4%. The auditors were very professional and inspected the homes very thoroughly according to the survey results. A few agencies could improve by consistently providing a list to the customer of the weatherization measures to be completed on the home and better explaining the paperwork at the end of the audit. 4.3% of the 231 customers surveyed relayed that they had not received a copy of the list of work to be completed on their home. 5.8% of the customers did not have the paperwork completely explained to them, the paperwork was not explained to them so they could understand it, or it was not explained to them at all.

The agencies crews completing the weatherization work were very professional and did a good job of explaining the work to the customer that is being completed on their homes with a couple of exceptions. 94.2% of the 223 customers surveyed conveyed that they thought the crews were professional and 93.2% were satisfied with the work that was explained to them. Areas of concern encompassed 10% of the customers with work areas that they felt were not cleaned up sufficiently and 10.6% did not feel the crews did a sufficient job explaining how to operate the new equipment they received. Significantly, 20.4% of the customers expressed that the ventilation fan installed in their home was not explained adequately or was not explained at all.

The final inspections completed on the homes are generally thorough and the inspectors were professional when conducting the inspections and this showed with a shared overall high satisfaction rating of 96.4%. 97.8% of the 232 surveys indicated that the customers thought the inspectors were professional and 97.4% thought the inspector was detailed and ensured all the weatherization measures were installed properly. 98.3% of the customers are conveying that the Inspectors were doing a great job of asking if the customers have questions or problems with the weatherization work. The inspectors could do a better job of explaining the new equipment installed through the program with 8.2% of the customers reporting that they did not feel completely satisfied with the direction given by the inspector to operate the new equipment. There were eight instances of a customer reporting that they had never signed an agreement that they were satisfied with the weatherization work.

According to the customers interviewed virtually all weatherization agency employees are conducting business in a professional manner and performing quality work on customer's homes. In all aspects of the weatherization process the agency employees could improve by taking a little more time to sit down with the customer and explain the process that will take place, how the work will be completed, who will complete the work, and what the customer's role and / or responsibility is during the process.

How Customers Heard of the State of Wisconsin Low-Income Weatherization Program			
Weatherization Agency	Energy Assistance	Utility Company	Other
13 – (4.9%)	97 – (36.6%)	16 – (6.0%)	139 – (52.5%)

Customers commonly learn about the weatherization program from two sources. When they apply for energy assistance, WHEAP employees refer their customers to the program in conjunction with their own programs. More frequently, customers are informed about the program from friends, family, church groups, social workers and general word of mouth. For every three people referred to the weatherization program through word of mouth, one of those people heard about the program from a family member or friend. Some agencies market the weatherization program and educate customers about the program, customers also learn about the program from their local utility provider.

HVAC Contractors

The HVAC sub-contractors are performing well according to the customer survey with an overall satisfaction rating of 93.8%. 192 of the 202 customers interviewed believed the HVAC contractors were professional and performed quality work, supporting the 95% customer satisfaction rating in this area. There were only 4 instances of the HVAC contractor not leaving the operation manual for the new equipment that was installed. Only 87.3% of the customers were satisfied with the HVAC contractors explaining the new equipment, the contractors could make improvements according to the survey by showing the customers how to operate the new equipment or take more time to explain the equipment. 5.1% of the customers interviewed thought the contractor could have explained in more detail how to operate the new equipment they had received through the program and 7.6% claimed the contractor did not explain the new equipment at all. The contractors could also improve by explaining to the customer the work that is being completed in their home, 4.5% of the customers claimed they did not have the work that was being completed explained to them. The HVAC contractors are cleaning the work areas in most cases with only 7 customers stating the contractor did not clean the area sufficiently or at all.

Plumbing Contractors

Plumbing contractors are performing well according to the customer survey with an overall satisfaction rating of 95.8%. 141 of 145 customers interviewed thought the plumbing contractor was professional and performed quality work. Plumbers are explaining the work that is completed to the customers and are leaving an operation manual when new equipment is installed, only one customer stated they did not receive a manual for their new equipment. Plumbing contractors could do a better job of explaining how to operate the new equipment installed, 3.6% of the customers that had plumbing work completed on their home thought the contractor could have explained in more detail how to operate the equipment and 4.3% of the customers claimed the contractor did not explain to them how to operate the equipment. Plumbing contractors are in almost all cases cleaning the work areas after their work has been completed, three customers indicated the work areas could have been cleaned more thoroughly and one customer stated the work area was not cleaned after the work was completed.

Appliance Contractor

Appliance contractors are performing well according to the customer survey with an overall satisfaction rating of 93.2%. 15 of the 140 (approximately 10%) customers informed the inspector that the appliance contractor did not remove the old appliance. Some appliance contractors use their own sub-contractors to deliver the new and pick-up the old appliances and this sometimes leads to customer complaints that the contractor did not appear professional. Customers also reported that upon delivery in some cases they were not shown how to operate the new appliance or appliances. The contractors are giving the customers ample time to remove items from the old appliance to put into the new appliance and the appliances are delivered most of the time without damaging the home or the appliances, five customers complained of damage caused after the new appliances had been delivered.

Electrical Contractor

Electrical contractors are performing well according to the customer survey with an overall satisfaction rating of 93.1%. Customers are generally extremely happy with the electrical work completed on their home, 5 of the 86 customers felt the electrician could have explained the work that was completed on their home in more detail. The area of most concern for the electrical contractors was cleaning the work area thoroughly after the work had been completed 12 of the customers voiced concerns regarding cleanup.

Insulation Contractor

Only five jobs were inspected where an insulation contractor was used and two of the customers were not satisfied with the work that was completed, this was the cause for the lowest customer satisfaction rating of the survey of only 65%. One customer did not think the contractor was as professional as they should have been, did not explain the work sufficiently and the contractor did not clean up after the work had been completed. One customer also felt the work was not explained and the work areas were left somewhat uncleaned, however the customer also commented how they could not have been better workers.

Weatherization Contractor

Weatherization contractors could improve in all areas according to the customers, of the 32 customers interviewed 9 customers did not feel the work was explained adequately, 5 customers did not believe the work area was cleaned well enough, 4 customers felt the contractor could have been more professional and of the 13 customers where new ventilation fans were installed only 7 customers reported having the ventilation explained to them by the weatherization sub-contractor. It was very common for customers to complain that some agency sub-contractors were difficult to communicate with because the staff did not speak English well or at all.

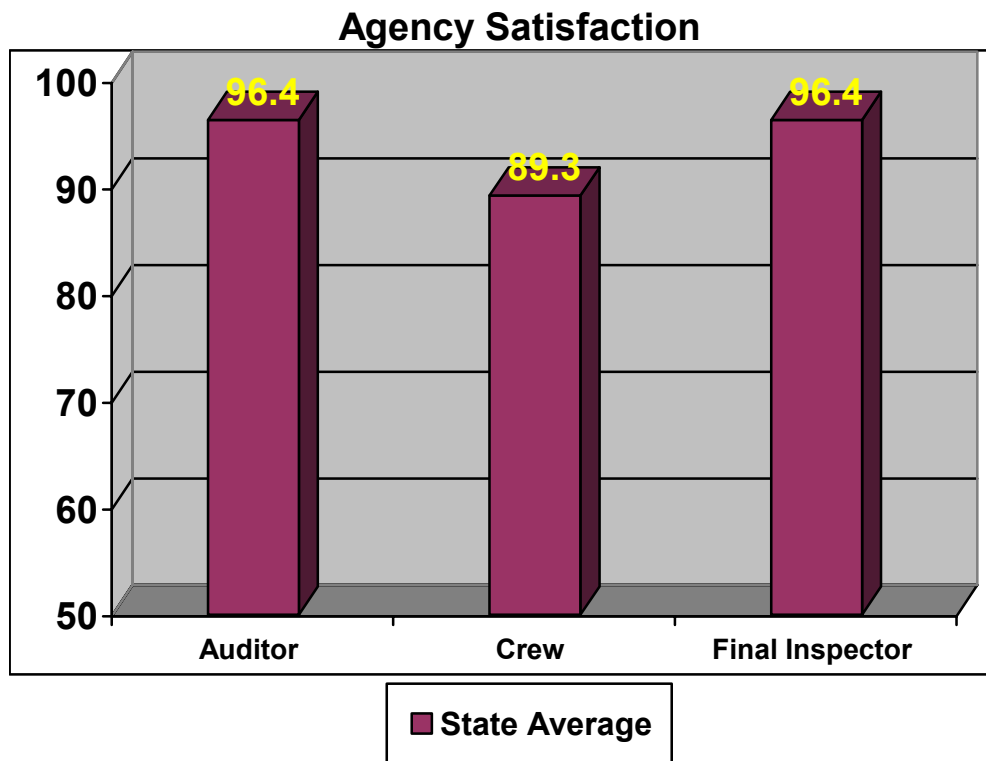
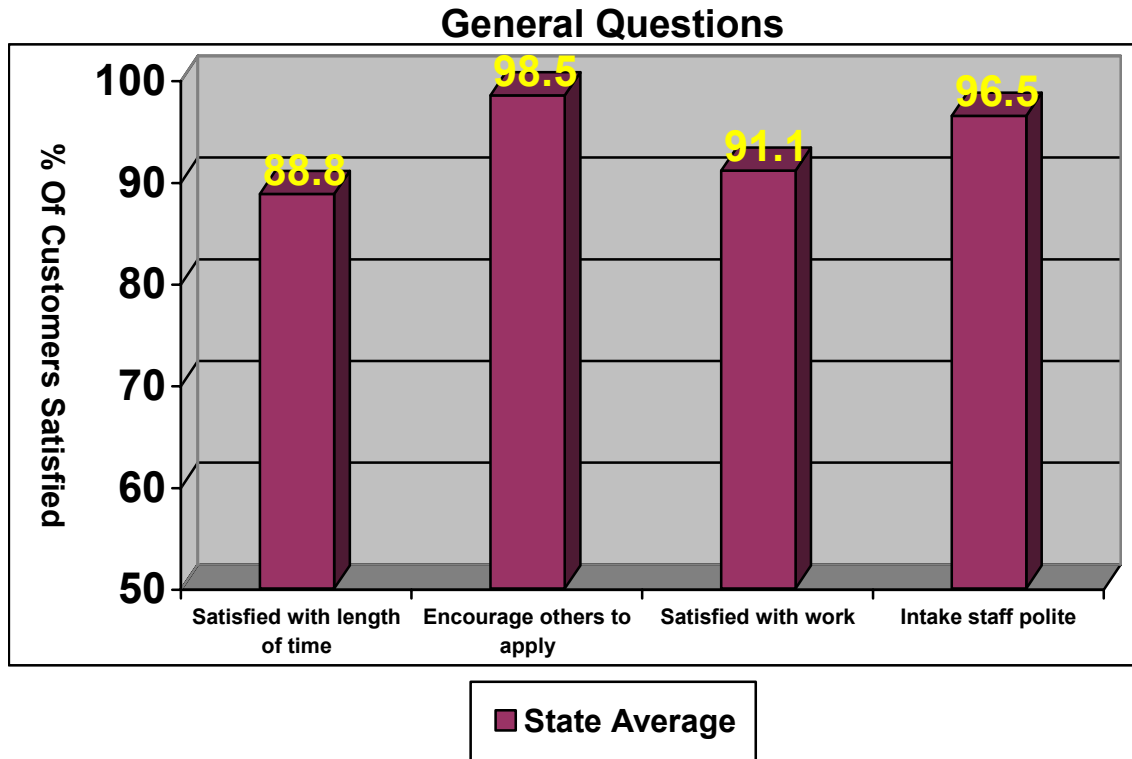
Other Sub-Contractors

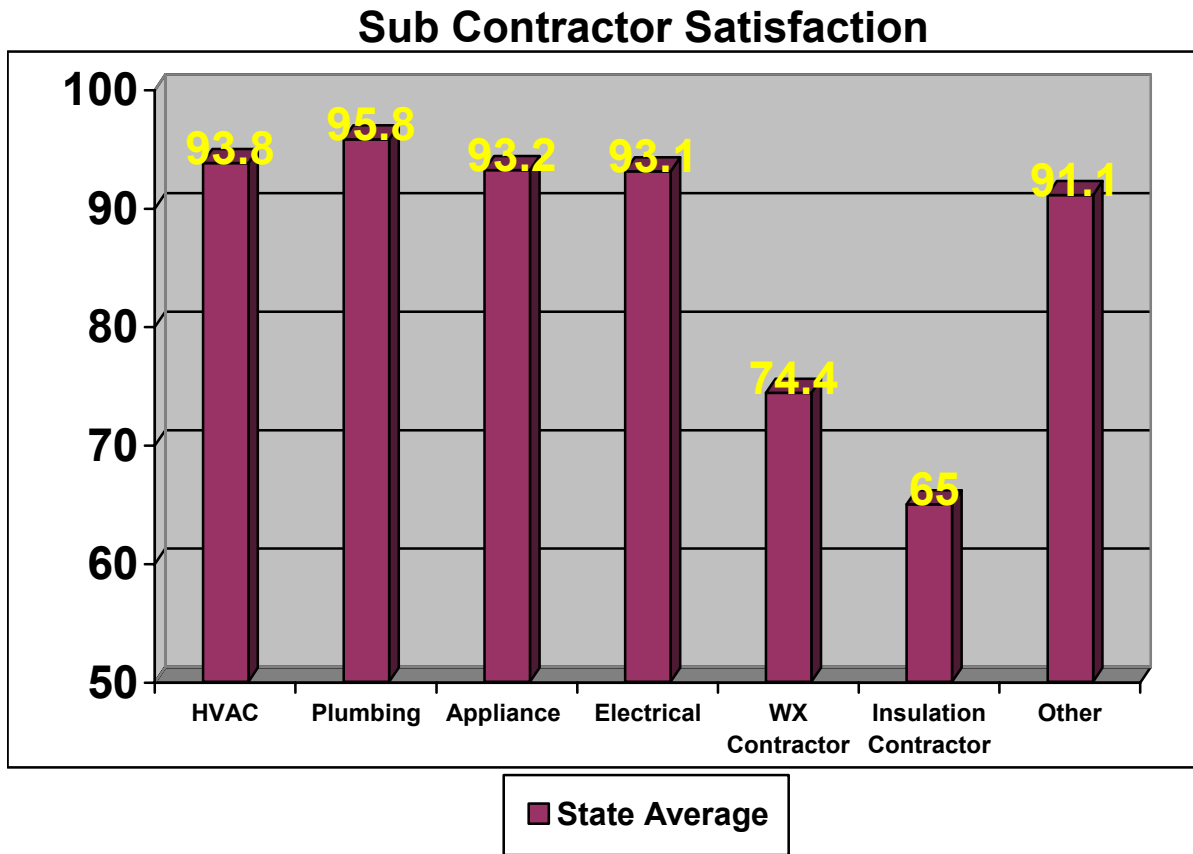
Asbestos removal and window installation consisted of the 15 other jobs that customers had completed. One customer viewed the window sub-contractor as unprofessional because the contractor did not caulk the windows, leaving major air leaks. Three of the 7 customers complained that the work areas of the asbestos removal contractor were not cleaned thoroughly, this could prove as a major concern. Weatherization agencies may need to monitor their asbestos removal sub-contractors carefully to make sure all federal and state regulations are being followed by the contractors.

Summary

Overall the sub-contractors are completing quality work and complete the work in a professional manner, although similar to the weatherization agencies sub-contractors could improve by better communicating with the customers and informing the customers of the work that is going to be completed and providing information on equipment, appliances or general work after it is accomplished. Contractors also need to improve by cleaning the work areas after the work is finished not letting the customers or the work environment to influence the quality of clean up that needs to be achieved.

State Averages for All Agencies





* Other work consisted of new window installations and asbestos removal.